



## Beyond the Bedside

### Who's picking up the tab for healthier communities? We are!

Dartmouth-Hitchcock Value of Community Benefits Comparison, FY21-FY23 (in Millions)			
	FY21	FY22	FY23
Uncompensated Health Care	\$195.8	\$244.9	\$241.4
Health Professions Education	\$39.6	\$40.5	\$41.2
Research	\$4.8	\$7.3	\$18.8*
Community Health Expenses	\$16.5	\$18.6	\$15.1
<b>Total Community Benefit</b>	<b>\$256.7</b>	<b>\$311.3</b>	<b>\$316.6</b>
<b>% of Total Operating Expense</b>	<b>12.42%</b>	<b>13.12%</b>	<b>11.99%</b>

The cost of health care isn't free—but there's an even higher price to pay when we ignore the most basic of all human needs. That's why Dartmouth Health has remained committed to giving back. We believe the most meaningful investment of all involves caring for people, and that we are only as healthy as the communities we serve. Depending on an individual's income, education, and zip code, life expectancy can vary by as much as 15 years—but a person's zip code should not matter more than their genetic code in determining their health outcomes. By improving some of the social drivers of health equity, and working together, with our communities, we can ensure an economically thriving New Hampshire. Every town. Every zip code. This is why we are increasingly moving beyond the bedside, investing in people, communities, and businesses throughout the region to promote wellness and economic stability.

Over the past three consecutive fiscal years, **Dartmouth Health has invested nearly \$885 million to address community needs.** As the state's largest private employer, we have an enormous responsibility to the people of this entire region. Our designation as an anchor institution, a formal marker by the Healthcare Anchor Network, means that we invest in local and regional population health initiatives designed to keep communities thriving. We enthusiastically embrace this opportunity. Our mission is to support economic, human, and intellectual resources to improve the long-term health and social welfare of the Granite State and the Green Mountain State. This institutional stewardship is reflected in the many ways in which Dartmouth Health continues to make a positive impact beyond the walls of our hospitals and clinics.

#### Giving Back

Volunteers play an important role in delivering the compassionate, patient-centered care for which Dartmouth Health is known. Our **280 active volunteers** are a diverse group with wide-ranging personal and professional backgrounds, interests, and talents. What they all have in common is the desire to give back to their communities through making the healthcare journey a little easier for our patients and families and supporting our care teams. Last year, they **donated more than 20,000 hours** of their time in support of our mission. In addition, **more than \$100,000 in grants** were awarded to DHMC and DHC departments from the proceeds from the Gift Shop at DHMC. These grants are awarded for equipment or supplies that enhance patient care, improve community health, or complement the mission of the department or program.

#### Dartmouth Health population and community health centers

- Center for Advancing Rural Health Care Equity (CARHE)





#### Population and community health information from our members

- Alice Peck Day Memorial Hospital: Community Health Outreach
- Cheshire Medical Center: Center for Population Health
- Dartmouth Hitchcock Medical Center and Dartmouth Hitchcock Clinics: Population Health
- Mt. Ascutney Hospital and Health Center: Community Health Needs Assessment, Plan and Reports
- New London Hospital: Community Health Reports
- Southwestern Vermont Medical Center: Community Health Needs Assessment
- Visiting Nurse and Hospice for Vermont and New Hampshire: Community Health Needs Assessment Report - 2022 (PDF)

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## Directing Dollars Toward Community Health

Thanks to the recent funding secured by U.S. Sen. Jeanne Shaheen (D-NH), Dartmouth Health is the recipient of \$3,092,000 from over \$103 million awarded across New Hampshire from congressionally directed funding. Here's how those dollars will be directed for the benefit of staff and patients:

	<b>\$1,292,000</b> to the <b>department of psychiatry</b> to fund a licensed independent clinical social worker training program
	<b>\$750,000</b> to <b>Cheshire Medical Center</b> to purchase robotic technology for the physical therapy program
	<b>\$650,000</b> to <b>Dartmouth Hitchcock Clinics Nashua</b> to expand the clinic's diabetes care program
	<b>\$400,000</b> to <b>Dartmouth Hitchcock Medical Center</b> to fund a childcare workforce program through the Early Care & Education Association of the Upper Valley

## Rural Reach

With 47% of New Hampshire's population living in rural communities, Dartmouth Health has made an important commitment to outreach. Through our Center for Advancing Rural Health Equity, our focus is to give everyone a fair shot at a healthy life. In partnership with our communities, we're fostering programs to promote health. We advocate for social services, safe neighborhoods, reliable transportation, healthy foods, working wages that support basic needs, and community policies that are fair to all people. For more information about what we are doing to enhance rural outreach visit <https://www.dartmouth-health.org/carhe/projects>

## Affordable Housing Solutions

Your health is the product of many factors in your life, not just the services you receive in a hospital or clinic. By working with community partners to improve access to safe and affordable housing, we can optimize personal and community health. This is why Dartmouth Health chose to become the largest in-state investor in the Community Loan Fund for more affordable homeownership. This fund provides financing and education to help homeowners in manufactured-home communities purchase and run their parks as resident-owner communities (ROCs). It also offers fair, 30-year, fixed-rate manufactured-home mortgages to low-income homebuyers; and lends to developers of affordable multi-family rentals. By adding \$2 million to the New Hampshire Community Loan Fund, and bringing our total investment to \$5 million, we're ensuring safer and more affordable housing for those who need it.

## Hiring Help

By valuing and growing our community-based workforces, we're stabilizing local and regional economies. Through our mobile integrated health team in the City of Lebanon, NH, we've implemented new training programs for peer support in the community college system and ongoing support for community health workers. In 2023, as part of an Impact Workforce Commitment, we pledged to hire at least 10% of new employees from economically disadvantaged areas to create economic opportunity. As one of seventeen health systems across the country to embrace this recruitment initiative, we aim to improve societal health and well-being. From workforce readiness to career expos and more, Dartmouth Health is actively engaged in workforce solutions aimed at addressing inequities and shortages throughout our system.

## Empowering Patients

Through our increased focus on health literacy, we've developed a Patient Education and Advisory Committee. This initiative has resulted in the creation of printed and digital patient education materials designed to better enable patients to find, understand, and access their care teams and better manage their personal health concerns.

## Feed The Need

With our community partners, we're implementing multiple programs to mitigate food insecurity. By building a network of food support throughout the Dartmouth Health system, we're making proper nutrition accessible to our patients and their families.

## Data-Driven Diagnostics

Dartmouth Health recently implemented a data collection system aimed at identifying healthcare disparities. By collecting patient reported information on race, ethnicity, language preference, sexual orientation, gender identity, food insecurity, social isolation, financial insecurity, and much more—we now have data to more accurately inform and address health equity in New England.

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**Dartmouth Health**, New Hampshire's only academic health system and the state's largest private employer, serves patients across northern New England. Dartmouth Health provides access to more than 2,000 providers in almost every area of medicine, delivering care at its flagship hospital, Dartmouth Hitchcock Medical Center (DHMC) in Lebanon, NH, as well as across its wide network of hospitals, clinics and care facilities. DHMC is consistently named the #1 hospital in New Hampshire by U.S. News & World Report, and is recognized for high performance in numerous clinical specialties and procedures. Dartmouth Health includes Dartmouth Cancer Center, one of only 56 National Cancer Institute-designated Comprehensive Cancer Centers in the nation, and the only such center in northern New England; Dartmouth Health Children's, which includes the state's only children's hospital and multiple locations around the region; member hospitals in Lebanon, Keene and New London, NH, and Windsor and Bennington, VT; Visiting Nurse and Hospice for Vermont and New Hampshire; and more than 30 clinics that provide ambulatory and specialty services across New Hampshire and Vermont. Through its historical partnership with Dartmouth and the Geisel School of Medicine, Dartmouth Health trains nearly 400 medical residents and fellows annually, and performs cutting-edge research and clinical trials recognized across the globe with Geisel and the White River Junction VA Medical Center in White River Junction, VT. Dartmouth Health and its more than 15,000 employees are deeply committed to serving the healthcare needs of everyone in our communities, and to providing each of our patients with exceptional, personal care.